



Why use

# Quality Solicitors?

– a guide to our service.

Proud to support



Barnardo's



Institute of  
Customer Service  
Member



Corporate member of  
Plain English Campaign  
Committed to clearer communication

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Quality  
Solicitors

"You just don't know if a law firm is any good until it is too late! I started the QualitySolicitors legal brand after having a terrible experience of using a lawyer myself. Even though I'm a barrister, I didn't know who to choose when it came to my own legal issues. In the end, I chose badly - my lawyer never kept me updated and hardly ever returned my calls. The stress it caused was awful. Sadly, that experience is all too common.

Using a QualitySolicitors firm is like having a lawyer recommended to you by hundreds of trusted friends. That's because we only select firms to become part of QualitySolicitors that have consistently excellent feedback from their clients. I am certain that by choosing QualitySolicitors to represent you, you will have a much better experience than I did with my lawyer!"

A stylized, handwritten signature in white ink, appearing to read 'Craig Holt'.

**Craig Holt**

Chief Executive  
QualitySolicitors

# What is QualitySolicitors?

QualitySolicitors is a national legal service with branches all across the UK. QualitySolicitors is made up of many of the UK's best law firms who have come together to create a national legal brand.

Before they can join, law firms are chosen from fierce local competition. Only the best firms are selected to become part of QualitySolicitors - based on what you, the public, tell us about them.

QualitySolicitors is delighted to be a member of the Institute of Customer Service. We are determined to improve standards of customer service in the legal market. Everything we do is designed to make life easier and less stressful for you when dealing with legal matters. Our aim is to drag the legal profession into the 21st century!

Our lawyers are experts in their legal areas but, unlike some, don't believe they have to use complicated legal jargon to prove how good they are. That's why QualitySolicitors are proud members of the Plain English Campaign.



## Why choose QualitySolicitors?

QualitySolicitors aim to provide the very best in customer service. With locations throughout the UK, we combine the strength and expertise of a national brand with the convenience of a local service.

**Expert lawyers...**  
QualitySolicitors lawyers are amongst the best in the UK, experienced in getting you the best outcome for your legal issue.  
**...providing the best service**

## All QualitySolicitors offer the following key promises:

### 1. Free First Consultation

Most people don't use a lawyer very often. We know it can sometimes be a worrying and unknown process. Call us or pay a visit to your local QualitySolicitors branch – all at no cost. You'll find friendly staff who genuinely want to help you with whatever your legal issue is.

Your Free First Consultation is your chance to tell us a bit about your legal issue, ask any questions you have and decide whether QualitySolicitors feels right for you. No question is too stupid and this is all completely without obligation. At QualitySolicitors, there is no need to worry about being charged the moment you step through the door!

### 2. Same-day response

You're busy. You don't want to wait around for days for someone to get in touch or update you on your case. Call or email us and you'll get a response the very same day.

### 3. No hidden costs

With QualitySolicitors you will always be kept informed of any charges in a clear and easily understandable way right from the outset. From our popular "Ask the Legal Expert" fixed price legal consultation to many of our other legal services, we also offer a wide range of fixed fee services. With this promise, we can ensure there are no nasty surprises when it comes to any fees.

### 4. Direct lawyer contact

If you instruct us you will want to speak with the actual lawyer running your case. Just pick up the phone. At QualitySolicitors you will not be left feeling fobbed off or having to press 1 for customer service, 2 for accounts, 3 for ...zzzzzz...



## Why should I use QualitySolicitors?

We believe no-one in the entire legal market is more passionate than us about providing the very highest levels of customer service. Our specialist lawyers understand that their legal expertise is just half of the equation and that taking care to ensure the service they provide is as good as their legal ability is equally important.

QualitySolicitors lawyers are specialists in their area of expertise - giving you the best chance of getting the outcome you want.

You'll receive the very best customer service. We'll keep you informed and updated throughout your case and by whatever method suits you best - phone, email, text and even the occasional old fashioned letter! You will never be left in the dark (thanks to our 'Same Day Response') or be made to feel like your requests for updates are an inconvenience.

We know that you want to know what's happening and be able to discuss practical, strategic outcomes, not be overloaded with legal jargon. With QualitySolicitors that's exactly how things will be done: plain English and good communication.



## Ok. Sounds good but what will it cost?

All QualitySolicitors offer a Free First Consultation. The legal assistant helping you will then arrange a call back (at a time convenient to you) from a lawyer with the relevant specialist knowledge. This is all without charge and without obligation. It means you can talk through your legal issue with our team, who can then provide clear information about cost. QualitySolicitors offer excellent value for money and promise no hidden costs.

*"We found that the service was excellent. Being able to walk into our local office took away the fear factor and the very clear way everything was explained to us made the experience a very positive and reassuring one."*



## Could I get it cheaper somewhere else?

Of course – although be wary of the hidden costs of other firms. QualitySolicitors' service is excellent value but there's always a cheaper option for everything and legal services are no different. Not all law firms are like QualitySolicitors! The quality of your lawyer can make all the difference to the final result, not to mention the service you get along the way. If your legal issue is important to you – choose QualitySolicitors.

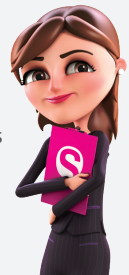


## What legal services can you help me with?

With locations throughout the UK, we offer an unrivalled service with specialist lawyers that cover just about every area of law. Even if your local branch does not have a specialist in the specific area you need, they will be able to put you in touch with someone who can help.

### These are just some of the areas where we can give help and advice, for you or your business:

- Moving home & buy-to-let
- Divorce and cohabitation law
- Wills, probate & tax planning
- Planning for later years & powers of attorney
- Disputed wills
- Injury compensation claims
- Employment law for problems at work
- Legal disputes
- Inquest and fatal injury claims
- Defamation
- Business law advice
- Commercial property transactions
- Advice for landlords





## **I have more questions!**

To get the ball rolling call your local QualitySolicitors.

The first step is your Free First Consultation. This is with a friendly legal assistant who understands that taking this first step can be difficult. They will put you at ease and take your basic details together with essential information. They will also discuss with you what you are aiming to achieve. If you would prefer to set out this information yourself they will be able to direct you to our online 15 minute Fact Finder Form. This First Consultation is at no charge and with no obligation.

We will then arrange for you to be called back (at a time convenient to you) by one of our expert lawyers. At QualitySolicitors we think it is really important for you to find the lawyer that is right for you. This is your chance to find out more. The lawyer calling you back will be only too happy to answer any questions you have about the process, our service and legal costs. Again we make no charge for this and it is entirely without obligation - as we want our clients to be happy with their choice of lawyer.



## **Ask the Legal Expert Session.**

It may be that you are not yet ready to instruct solicitors to start the legal process. Instead you may be at the stage where you would like a one-off meeting with a specialist lawyer to obtain general advice on where you stand, the options open to you and, in general terms, what the likely outcome would be.

We offer this popular service of a focussed 45 minutes with a specialist lawyer for a special fixed price. If it sounds as though this is the service that is right for you the lawyer will give you more details when calling you back.



## **Ok. I'm sold – I definitely want QualitySolicitors' expert lawyers. What now?**

Just phone or call into your local QualitySolicitors or visit us on-line so that we can get things started for you with your Free First Consultation.



**QualitySolicitors**

[www.qualitysolicitors.com](http://www.qualitysolicitors.com)

**0845 50 50 025**





For further information contact us on:


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